

**RICHMOND POLICE DEPARTMENT GENERAL ORDER**

NOTE: This directive is for internal use only, and does not enlarge an employee's civil liability in any way. It should not be construed as the creation of a higher standard of safety or case in an evidentiary sense, with respect to third party claims. Violation of this directive, if proven, can only form the basis of a complaint by this Department, and then only in a non-judicial administrative setting.

Chapter 9	Number 3	Effective Date 09/10/08	Review Date 2011
Subject DIFFERENTIAL POLICE RESPONSE (DPR)			☒ New Order ☐ Replaces
References CALEA 81.2.1, 81.2.6a, 81.2.6b and 81.2.14			
 Chief of Police or Designee		09/10/08 Date	

I. PURPOSE

The purpose of this directive is to establish the guidelines for the Differential Police Response (DPR). DPR is designed to enhance the delivery of police service to the community through the method in which calls for service are dispatched, deferred or cleared. The goal is to reduce the number of calls for service that require a physical police response. Any time saved through the use of DPR service will be utilized by the sector units to engage in problem-solving and proactive crime prevention measures.

II. POLICY

A. It is the policy of the Richmond Police Department (RPD) to provide 24-hour telephone access to the public for emergency calls for service. RPD is committed to providing its citizens with improved communications, acceptable response times to emergency calls and crimes-in-progress and effective crime-fighting methods to help improve the overall quality of life. The primary responsibility of the DPR Unit is to:

- Compile Incident Based Reports (IBR);
- Field questions from complainants and give advice; and,
- Assist callers requiring referrals to other agencies.

B. The primary objective of DPR services is to expedite reported calls for service on incidents that have already been committed having occurred during an undetermined timeframe, while at the same time allowing a sector unit to remain in service for higher priority calls and proactive enforcement measures. Any incident that has "just occurred" where there exists the possibility of imminent danger of any kind to life or

property or community disorder shall require a police response. Each Precinct's Commander or designee is responsible for guaranteeing that this policy is enforced.

III. ACCOUNTABILITY STATEMENT

All employees are expected to fully comply with the guidelines and timelines set forth in this General Order. Failure to comply will result in appropriate corrective action. Responsibility rests with the Division Commander to ensure that any violations of policy are investigated and appropriate training, counseling and/or disciplinary action is initiated.

IV. DEFINITIONS

- A. DIVISION OF EMERGENCY COMMUNICATIONS (DEC) – The centralized Emergency Dispatch Center of the Richmond Police Department from which all calls for service are routed to the appropriate City agency.
- B. RECORDS MANAGEMENT SYSTEM (PISTOL RMS) – RPD's database, into which information is entered and stored and retrieved for investigative purposes.
- C. INCIDENT – An event that contains one or more offenses involving one or more victims and/or suspects.
- D. INCIDENT BASED REPORT (IBR) – Provides for the recording of incident information and describes the incident, offense, victim, suspect, vehicles, property as well as a detailed narrative. Each Incident Based Report must contain at a minimum, an offense, victim, suspect and narrative section. Depending on the circumstances of each offense, other supplemental reports may be required.

V. PROCEDURE

- A. DEC Procedures for directing calls for service to the DPR Unit:
 - 1. Communications Officers will evaluate each request for service to determine the appropriate police response. Supervisors in DEC will assist, as necessary, in the classification and prioritization of requests to ensure the most efficient police response.
 - 2. Calls which do not require an immediate response will be prioritized based on urgency and police unit availability. When a delay in response is anticipated, Communications Officers will advise the caller and provide an estimate of how long the delay may be.
 - 3. Once it has been determined the complaint shall be referred to the DPR Unit, the call-taker shall ensure that the complainant is available at a valid telephone number for a return call and inform him/her that a RPD employee will call him/her back as soon as possible.
 - 4. The call shall be entered into the Computer-Aided Dispatch (CAD) System and given the "Nature of Call" code and Dispatched Unit, "DU", as the secondary code. This will prompt the CAD System to simultaneously send the call to the DPR unit and the affected Precinct radio console.

5. The Communications Officer shall notify the sector units of the pending call and advise that the call is being handled by the DPR unit. Once the call has been broadcast to the sector units, the Communications Officer shall clear the call by entering Beat/Sector Units Notified, "BUN", in the field normally used to log the unit number.
6. When Operations units are notified of stolen vehicle reports being taken by the DPR Unit, it shall be followed by "Report not confirmed". A statement of the "Confirmed report" will be broadcast when the ALL UNIT BROADCAST (BOLO) is read. No further action is required.
7. If the call is of a nature that includes a suspect or suspect vehicle, such as a "Gas Drive Off" or "Larceny from a Convenience Store", the radio operator will broadcast the following example: "Units in Sector 311, DPR is taking a report of a gas drive off/larceny, etc., (give address and description of the suspect or suspect vehicle)." The call shall then be logged to "BUN".

NOTE: When calls of a general nature are received, such as Reckless Driving, or DWI, these calls shall be dispatched as an ALL UNIT BROADCAST and cleared with "BUN".

B. DEC's Officers will obtain complete information on each call to determine the category of response. There are seven (7) basic criteria for dispatching a police unit to the scene:

1. Any life threatening situation;
2. Any crime- in-progress;
3. Any crime scene where evidence may be collected;
4. Any scene where the suspect may still be in the area;
5. Any scene where extensive or unusual property loss or damage has occurred; or,
6. Any questionable situation where there are no clear guidelines.
7. Missing Person Reports - Response to the scene will enhance the chances of locating the person or ensuring their safety (for any of the following, a police unit shall respond):
 - a. Missing juvenile;
 - b. The missing person is mentally ill or physically disabled; or,
 - c. Foul play is suspected.

C. Calls which do not demand response by a police unit and which may be handled by a DPR assigned call. The following shall be the specific criteria for a DPR assigned call:

1. Motor Vehicle Theft, when the suspect is unknown and the caller is not in need of further assistance. The Communications Officer will ensure that the victim is in no danger and does not require further assistance;
 2. Any “cold” Misdemeanor Report, such as:
 - a. Simple assault, when the suspect is unknown and not at or near the scene;
 - b. Larceny under \$200 from a motor vehicle or the theft of vehicle accessories valued under \$200, when the crime is not in progress and the suspect is not at or near the scene;
 - c. Tampering with a motor vehicle, when there is no evidentiary value and suspect is unknown and not at the scene;
 - d. Petit larceny under \$200 value, such as theft of bicycles, alcoholic beverages, gas drive offs, etc., when crime is not in progress and suspect is not at or near the scene;
 - e. Vandalism/Property Damage, when there is no evidence present and the suspect is unknown and not at or near the scene;
 - f. Indecent exposure, when the victim is an adult, the suspect is not at or near the scene and the suspect description is vague; or,
 - g. Failure to return rental property (under \$200 value).
 3. Stolen credit cards or checks (caller should also be advised to call their bank or credit card company);
 4. Missing Persons Reports – provided the missing person is not a juvenile (under 18 YOA), has no history of mental illness, or no other special conditions exist;
 5. Tampering with U.S. mail (DPR personnel shall refer the complainant to the United States Postal Service);
 6. Harassing or obscene telephone calls – must not be imminent threat of violence to the complainant or others, such as:
 - a. Threats;
 - b. Harassing calls; and/or,
 - c. Flimflams.
 7. Insurance Reports – if the purpose is to file an insurance loss report, or establish a record of loss.
- D. General criteria for a DPR assigned call:

1. Calls with no crime in progress;
2. There is a significant time delay between the occurrence and the report of the crime;
3. No injury;
4. No imminent danger of any kind to life or property;
5. No community disorder; or,
6. The complaint can be handled over the telephone.

E. Guidelines for other Calls for Service:

1. Felonies such as fraud, embezzlement and bad checks should be directed to a detective supervisor to make an appointment for report taking. The victim is to provide documentation.
2. Supplemental Reports such as a follow-up to a phone report will be referred to Precinct Detectives and/or Major Crimes Division.
3. Advice calls shall be handled by DEC or the DPR Unit.

F. Citizen Refusal of DPR:

A police unit will be dispatched only when circumstances dictate it, not when a citizen demands it. If the call for service is an incident that meets the criteria of a DPR response, it shall be diverted to the DPR Unit.

In a diplomatic, professional manner and demeanor, the Communications Officer shall inform the caller of RPD's policy to complete a report over the telephone in order to ensure patrol availability for response to emergencies and crimes-in progress. Should a caller be insistent on seeing a police officer in person, he/she will be referred to a DEC supervisor.

G. Instructions for handling DPR calls:

All DPR "calls for service" logs are designed to stack each call in the order in which they are received and are viewable from every DPR and supervisory position. DPR is intended to be a more efficient, self-governing process that is monitored by both the field supervisors and personnel permanently or temporarily assigned to the DPR position. It is the field supervisors' responsibility, generally, and the DPR Unit's responsibility specifically, to ensure that calls are not kept in queue any longer than "reasonably necessary."

1. DPR personnel shall be trained in the data entry role of PISTOL and shall enter all IBR's directly into the PISTOL RMS through the Mobile Field Reporting (MFR) tool.

2. Once a call has been received by the DPR Unit, the personnel assigned to DPR shall select the “oldest call” in the order in which it was received (from top to bottom) and compile the IBR as quickly as possible, to the greatest extent possible, without consideration or bias to the Precinct or sector in which the incident occurred.
3. Once the report has been selected in the order it was received, the DPR Unit shall immediately log the call to themselves to remove it from the pending call screen utilizing:
 - X1 (1st Precinct)
 - X2 (2nd Precinct)
 - X3 (3rd Precinct)
 - X4 (4th Precinct)
4. Calls may be held in queue for up to 45 minutes; however, if after that time a DPR Unit has not contacted the complainant, a supervisor from the Precinct where the offense occurred shall call the complainant and advise them of the delay and assure them that the matter shall be handled within 90 minutes of the original call.
5. In the event the DPR Unit or supervisor determines a police response is necessary, the call will be returned to the radio console for dispatch.
6. At any time where a Precinct does not temporarily assign an officer in the absence of permanently assigned DPR personnel, it shall be that shift supervisor’s responsibility to notify all other Precincts to ensure that the necessary arrangements for proper DPR coverage have been implemented.

H. Responsibilities of the Responding Officer(s):

1. When an officer responds to the location of the complainant/victim, the officer will conduct a preliminary investigation. The officer will attempt to locate and identify the victim(s), identify and arrest all known suspect(s) and record the required information for the IBR report. The officer shall complete the IBR to the greatest extent possible, regardless of the Precinct or sector where the incident occurred.
2. Once an officer responds to a location and accesses the situation, at no time shall the officer advise the complainant/victim to call DEC to make a report over the telephone.

VI. ROLES AND ACCOUNTABILITY

A. DPR Personnel shall:

1. Be trained in the data entry role of PISTOL and shall enter all IBR’s directly into the PISTOL RMS through the Mobile Field Reporting (MFR) tool;
2. Select the “oldest call” in the order in which it was received (from top to bottom) and compile the IBR as quickly as possible, to the greatest extent

possible, without consideration or bias to the Precinct or sector in which the incident occurred;

3. Immediately log the call to DPR to remove it from the pending call screen utilizing:
 - X1 (1st Precinct)
 - X2 (2nd Precinct)
 - X3 (3rd Precinct)
 - X4 (4th Precinct)
4. Contact complainants/victims within 45 minutes of receiving call. If not, have a supervisor from the Precinct where the offense occurred to contact and advise the complainant/victim of the delay;
5. Field questions from complainants and give advice;
6. Assist callers requiring referrals to other agencies; and,
7. Return calls to the radio console for dispatch when it is determined by DPR or a supervisor that a police response is necessary.

B. Supervisory personnel shall:

1. Be responsible for assigning an officer to the DPR Unit temporarily in the absence of permanently assigned DPR personnel;
2. Notify all other Precincts to ensure that the necessary arrangements for proper DPR coverage have been implemented;
3. When applicable, call the complainant in the Precinct where the offense occurred and advise him/her of a delay and assure them that the matter should be handled within 90 minutes of the original call;
4. Ensure that calls for service are not kept in queue any longer than “reasonably necessary”; and,
5. Monitor call for service logs to ensure that each call is stacked in the order in which they are received.

C. Communications Officers shall:

1. Evaluate each request for service to determine the appropriate police response;
2. Classify and prioritize requests based on urgency and police unit availability to ensure the most efficient police response;
3. Advise the caller when a delay in response is anticipated and provide the caller with an estimate of the delay;

4. Ensure the caller is available at a valid telephone number and inform the caller that a RPD employee will call them back as soon as possible;
5. Enter DPR Unit calls in the CAD system utilizing “Nature of Call” code and Dispatched Unit, “DU”, as the secondary code to send the DPR call to the affected Precinct radio console;
6. Notify sector units of pending DPR calls and advise them that the call is being handled by the DPR Unit;
7. Clear calls by entering “BUN” in the field normally used to log the unit number, once a call has been broadcast to the sector units;
8. Broadcast, “Report not confirmed” when field units are notified of stolen vehicle reports being taken by the DPR Unit;
9. Broadcast, “Confirmed report” when the ALL UNIT BROADCAST (BOLO) is read;
10. Broadcast specific sector location, address and description for DPR calls that include suspect or suspect vehicle information, then log call as “BUN”;
11. Broadcast general nature calls, such as reckless driving or DWI calls, as ALL UNIT BROADCAST and clear with “BUN”;
12. Dispatch police units to scene to calls involving:
 - a. Any life threatening situation;
 - b. Any crime- in-progress;
 - c. Any crime scene where evidence may be collected;
 - d. Any scene where the suspect may still be in the area;
 - e. Any scene where extensive or unusual property loss or damage has occurred; or,
 - f. Any questionable situation where there are no clear guidelines.
 - g. Missing Person Reports – Response to the scene will enhance the chances of locating the person or ensuring their safety (for any of the following, a police unit shall respond):
 - 1) Missing juvenile;
 - 2) The missing person is mentally ill or physically disabled; or,
 - 3) Foul play is suspected.
13. Assign the following call complaints to the DPR Unit:

- a. Motor Vehicle Theft, when the suspect is unknown and the caller is not in need of further assistance. The Communications Officer will ensure that the victim is in no danger and does not require further assistance;
- b. Any “cold” Misdemeanor Report, such as:
 - 1. Simple assault, when the suspect is unknown and not at or near the scene;
 - 2. Larceny under \$200 from a motor vehicle or the theft of vehicle accessories valued under \$200, when the crime is not in progress and the suspect is not at or near the scene;
 - 3. Tampering with a motor vehicle, when there is no evidentiary value and suspect is unknown and not at the scene;
 - 4. Petit larceny under \$200 value, such as theft of bicycles, alcoholic beverages, gas drive offs, etc., when crime is not in progress and suspect is not at or near the scene;
 - 5. Vandalism/Property Damage, when there is no evidence present and the suspect is unknown and not at or near the scene;
 - 6. Indecent exposure, when the victim is an adult, the suspect is not at or near the scene and the suspect description is vague; or,
 - 7. Failure to return rental property (under \$200 value).
- c. Stolen credit cards or checks (caller should also be advised to call their bank or Credit Card Company);
- d. Missing Persons Reports – provided the missing person is not a juvenile (under 18 YOA), has no history of mental illness, or no other special conditions exist;
- e. Tampering with U.S. mail (DPR personnel shall refer the complainant to the United States Postal Service);
- f. Harassing or obscene telephone calls – must not be imminent threat of violence to the complainant or others, such as:
 - 1. Threats;
 - 2. Harassing calls; and/or,
 - 3. Flimflams.

- g. Insurance Reports – if the purpose is to file an insurance loss report, or establish a record of loss.
- 14. Direct felonies such as fraud, embezzlement and bad checks to a detective supervisor to make an appointment for report taking;
- 15. Refer supplemental report follow-up calls to assigned Precinct Detectives and/or Major Crimes Division;
- 16. Refer advice calls to a DEC police officer or DPR Unit;
- 17. Refer complaints to a DEC supervisor; and,
- 18. Dispatch police officers to the scene when the DPR Unit or supervisor determines a police response is necessary.

VII. FORMS

Incident Based Report (IBR)